

ENROLLMENT PROCESS

- Applications can be obtained on-line (www.healthandwelfare.idaho.gov), by calling 2-1-1, or by calling Family Medicaid (1-866-326-2485). They may also be picked up from any Department of Health and Welfare office in the state.
- Applications are processed by a new Family Medicaid unit located in both Idaho Falls and Payette. Family Medicaid includes both Healthy Connections and Self Reliance staff for better service integration.
- The approval process consists of a review of the individual's health status and financial situation. Eligible individuals will be enrolled in either the Medicaid Basic Plan or the Medicaid Enhanced Plan, depending on their health needs.
- Eligible individuals may choose not to enroll in the plan that meets their health needs. They may choose to enroll in Standard Medicaid instead. Standard Medicaid does not include prescription drugs, certain prevention and wellness benefits, therapies, dental services, vision services, and other services. Eligible individuals that do not want to enroll in the benefit plan that meets their health needs must inform their self-reliance workers.
- Applicants will be asked to complete a health questionnaire that includes identification of a primary care provider (PCP). Applicants who do not provide the name of a PCP will be mailed a list of providers in their area and asked to make a selection. If a selection of a PCP is not received, the Department will assign a PCP to the individual(s).
- Eligible individuals will receive an approval notice advising them of their plan enrollment and of the benefits included in that plan.
- Individuals can be switched from the Medicaid Basic Plan to the Medicaid Enhanced Plan if an assessment or medical review shows that their health needs have changed.